



# COMMUTER LINES

Volume 14, Number 1

1st Quarter 2007

## DOTD staff gears up for hurricane season

**D**OTD's emergency operations staff is ready to respond to any hazard that could affect Louisiana. In an emergency situation, DOTD is responsible for the transportation of people and critical supplies as well as public works and engineering functions such as contraflow, debris management, damage assessment and emergency repairs to the transportation infrastructure.

Recently the staff has been preparing for the biggest threat to the state – hurricanes. DOTD's full-time emergency operations staff – which consists of DOTD Emergency Operations Director Cindy Montz, Tiffany Coffman and Yvonne Murphy – has refined and improved DOTD's emergency procedures based on lessons learned from Hurricanes Katrina and Rita.



*From left, Vince Latino, Tiffany Coffman, Rhett Desselle, Erik Smith, Yvonne Murphy, Peggy Bueche and Cindy Montz are members of DOTD's core emergency response team.*

Since 2005, DOTD has developed a process to assist people without personal transportation to evacuate risk areas. DOTD also has established a fully equipped Emergency Operations Center (EOC), which includes a call center, an information center, a transportation cell (ESF-1), and a public works and engineering cell (ESF-3). The information center includes stations to monitor weather

and all modes of transportation (marine traffic, rail, airports, highways).

In addition to operating the DOTD EOC, the department also staffs the Governor's Office of Homeland Security and Emergency

Preparedness EOC and the Louisiana State Police traffic control center during an emergency.

DOTD monitors all tropical systems from their inception. The department's emergency response activities begin approximately 102 hours prior to tropical force winds reaching the coast of Louisiana.

To prepare for hurricane season, DOTD's emergency staff conducted workshops/exercises for the DOTD EOC May 21-22. The May 21 activities focused on the roles and responsibilities of personnel staffing the information and call centers. The May 22 activities included a workshop/exercise on contraflow, debris management and damage assessment. In addition, Districts 03 and 07 conducted a contraflow field drill in which

**See PREPARED, page 4**

### Are You Ready?

To prepare for a hurricane, you should...

- ☐ Obtain a disaster evacuation guide
- ☐ Develop an evacuation plan
- ☐ Develop a family communication plan
- ☐ Prepare a disaster supply kit
- ☐ Make plans for your pet

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# Meet the Staff

## Public Information/Customer Service



### Mark Lambert

#### Communications Director

Mark joined DOTD's staff in 2004. He supervises the Public Information and Customer Service offices and serves as press secretary for Secretary Johnny B. Bradberry.

### Peggy Bueche

#### Customer Service Manager

Peggy, who has been with DOTD since 1979, was appointed Customer Service Center Manager in 2005. She is responsible for DOTD's customer relations.



### Brendan Rush

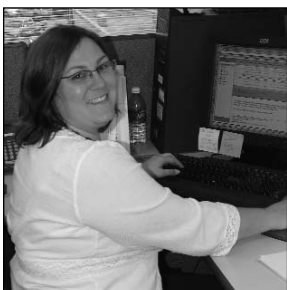
#### Public Information Officer

Brendan, who joined DOTD in 2006, is DOTD's media liaison. He is responsible for issuing news releases, conducting media interviews and assists with customer service.

### Dustin Annison

#### Public Information Officer

Dustin, who joined DOTD in June 2005 became a public information officer in May 2006. He answers public inquiries, issues news releases and assists with customer service.



### Sherry Dupre

#### Public Information Officer

Sherry joined DOTD in 2005. She designs "Commuter Lines" and DOTD brochures, coordinates DOTD's annual report and handles photos and graphics.

## ON THE ROAD WITH BRADBERRY ABBREVIATED CALENDAR

### JANUARY

- 10 Flood Protection Authorities Orientation
- 16 CPRA Steering Committee Meeting
- 18 Meeting with Team Louisiana
- 24 Washington D.C. meetings
  - Senator Vitter
  - Congressman Melancon
  - Senate EPW Majority Staff
  - Congressman Jindal's Chief of Staff
- 25 Washington D.C. meetings
  - Executive Staff
  - Congressman McCrery's Chief of Staff
  - Congressman Boustany's Chief of Staff
  - Congressman Baker
  - Congressman Oberstar
  - Senator Landrieu

### FEBRUARY

- 23 Southeast Louisiana Flood Protection Authority Speech: Police Jury Association
- 27 Meeting: Mayor Roach

### MARCH

- 7-9 AASHTO Transportation Briefing in Washington D.C.
- 13 Hurricane Unified Command exercise
- 21 LACPR Steering Committee

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#### SECRETARY

Johnny B. Bradberry

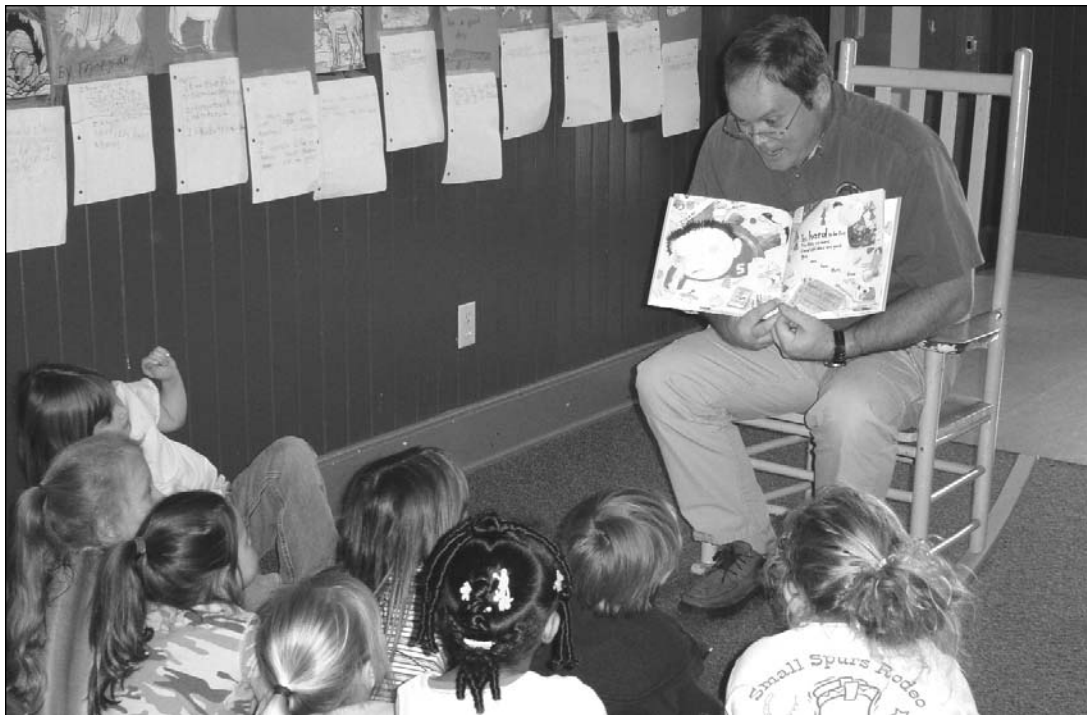
#### DEPUTY SECRETARY

Cedric Grant

#### COMMUTER LINES STAFF

Mark Lambert  
Dustin Annison  
Peggy Bueche  
Sherry Dupre  
Brendan Rush





*(Left) Tommy Mayo reads to children at Harrisburg Elementary in District 58. (Below left) David North, left, meets students at South Highland Magnet in District 04. (Below right) students at Martin Jr. High in District 58 thank Shannon Stephens for reading to them.*

## DOTD promotes literacy

More than 30 DOTD volunteers across the state joined other volunteers nationwide to celebrate the ninth annual National Education Association's Read Across America Day March 2 by reading to children in Louisiana schools.

"Our DOTD district offices are an important part of the communities they serve," said Secretary Johnny B. Bradberry. "Read Across America Day is an opportunity for us to promote something that is important to me and all DOTD employees – literacy in our communities."



TM & © 1997 D. Seuss Enterprises. Photo: NEA. Cat in the Hat image. TM & © 1997 D. Seuss Enterprises. All Rights Reserved.

*Richard Savoie participated in Read Across America Day at Baton Rouge Visual and Performing Arts Center in District 61.*



## DOTD, Louisiana Civil Service League honor employee for service

A DOTD employee was recognized March 20 for exemplary service.

Sue Lee Glass, DOTD administrative assistant, has been named as a 2006 recipient of the Charles E. Dunbar Jr. Career Service Award, sponsored by the Louisiana Civil Service League.



*Sue Lee Glass*

During the ceremony, DOTD Secretary Johnny B. Bradberry thanked Glass for her many contributions, noting that her “dedication to excellence and accountability in public service is an inspiration to all of us.”

Daniel E. Sullivan, executive vice president of the Louisiana Civil Service League, also helped to recognize the recipient.

Glass, a DOTD employee for 32 years, joined the department as a legal secretary in 1974. In her 32 years with DOTD, she has worked as an administrative assistant in DOTD’s legal section, the Hammond sign shop and the Baton Rouge testing lab. She also has been an active member of her community, devoting her time to the local Girl Scouts and school programs.

Glass received a commemorative plaque at a luncheon held March 2 in New Orleans.

More than 600 classified public employees have been recognized since the Charles E. Dunbar Jr. Career Service Award’s inception 47 years ago. Thirty of the past honorees have been DOTD employees.

Nominees are judged by four criteria: commitment to classified service; contributions toward work or workplace environment; personal initiative; and volunteer career service.

## PREPARED (continued from page 1)

State Police participated.

DOTD also participated in a statewide hurricane exercise conducted by the Governor’s Office of Homeland Security and Emergency Preparedness May 9-10.

However, the success of emergency response depends on the readiness of DOTD as a whole. DOTD employees who have an emergency responsibility should have a personal preparedness plan to ensure the safety of their families, Montz said.

“Even employees who don’t have an emergency responsibility need to be mindful of the start of hurricane season,” she said. “I’d like this to be something that employees think about all the time, not just when there’s a hurricane out there.”

Besides hurricanes, DOTD also is prepared to respond to all hazards that could affect the state, such as severe weather (winter storms, tornadoes, earthquakes, flooding), terrorism, and man-made events such as a nuclear plant incident.

The emergency operations staff routinely updates procedures in coordination with local, state and federal agencies. Members of the core emergency response team include Vince Latino, ESF-3 lead; John Evanco, ESF-1 lead; Rhett Desselle, debris management; Steve Glascock, contraflow; George Gele, DOTD EOC coordinator; Erik Smith, bus staging site coordinator; and Peggy Bueche, call center coordinator.

Anyone interested in participating in emergency response can e-mail [cindymontz@dotd.la.gov](mailto:cindymontz@dotd.la.gov).

For more detailed information on family disaster planning, visit the American Red Cross Web site at [www.redcross.org](http://www.redcross.org) or [www.fema.gov/plan](http://www.fema.gov/plan). For parish-specific information, contact your local emergency preparedness director.



*During an emergency, DOTD’s operations staff will man this fully operational Emergency Operations Center, located in the annex of DOTD’s headquarters office in Baton Rouge.*



# Spotlight on Customer Service

## How to adopt an attitude of gratitude

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*by Peggy Bueche*  
*Customer Service Manager*

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We provide excellent customer service not just through mechanics like good phone skills or treating others kindly, but also with an overall excellent personal ATTITUDE. Everyone in our organization can adopt an attitude of excellence, an attitude of gratitude. How can we achieve this? Here are some truths I have learned in my life that I think can help:

1. We are responsible for our own happiness.

o Abe Lincoln is quoted as saying, "You are as happy as you make up your mind to be." Well, Abe likely never faced the challenges I have faced, but reading about what he had to overcome surprised me and gave me new insight on attitude.

o I used to want to blame others for my unhappiness – job, co-workers, bosses, family members and "the system." This concept that I am responsible for my happiness seemed foreign to me at first. Then I realized that while I may not be able to change these factors, I could change how I reacted to them.

o Now I concentrate on no more blaming – it's tough sometimes!

2. We can teach people how to treat others.

o Let's face it – some people act like jerks. We cannot control what others say or do to us. But we can control our reactions to what they say or do. Our response can change the whole course or tone of the interaction.

o By taking responsibility for our thoughts, feelings and reactions, we CAN lead by example and make a difference!

3. We can commit to constant and ongoing improvement.

o Every evening we can go over our day and ask ourselves, "Is there anything we could have done better or differently?"

o If, for some reason, we may have harmed someone with our words or actions, we can go to that person and apologize.

o We can embrace one of the only constants in life, change. Think about it. Sometimes change is thrust upon us and other times we choose change. No matter what, it always helps us to be able to roll with it.

4. We can connect to something outside ourselves.

o For me, being in nature puts everything in perspective. It relaxes me and reminds me that there is more to life than work. It also helps me to get in touch with something greater than myself. That I am not always in charge and there is a bigger picture.

o We CAN find something to be grateful for in every situation no matter what it is.

If you'd like to submit a customer service article or have a topic for one, please e-mail me and let me know.

This quarter's recipients of the A-B-C-D (Above and Beyond the Call of Duty) award are (pictured from left) Jackie Higginbotham, Debby LaFleur and Theresa Dunaway of the accounting unit of section 55 for their attention to the DOTD value "excellence."



The accounting unit is normally operated by six people, but over the past several months they have been operating at half capacity because of the illnesses of three section members. Still, the payroll went through and the bills got paid. Thank you ladies!

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## NEWS BRIEFS

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Louisiana State University's E.J. Ourso College of Business has selected Brad Doucet of Intergraph, top left, as a Rucks Fellow for 2006-2007. To qualify for the Rucks Fellowship, recipients must be full-time students majoring in management, must rank among the top 10 management majors by cumulative grade point average and must participate in Rucks Fellowship activities such as award and recognition ceremonies.



Gov. Kathleen Babineaux Blanco addressed attendees at the 2007 Louisiana Transportation Engineering Conference luncheon, held Feb. 14. The conference, hosted by the Louisiana Transportation Research Center, was held at the Baton Rouge River Center Feb. 11-14. More than 1,200 attendees from 22 states attended the conference, which included sessions on a variety of transportation topics and an exhibition hall. The 2007 conference theme was "Navigating the Waves of Change."



DOTD's Customer Service Center, along with ABMB Engineers Inc., handed out 3,200 surveys to drivers at the Siegen/Sherwood and Airline intersection March 21-22. The survey was designed to gauge the success of the continuous flow intersection.



Mike Aghayan, left, of the transportation planning and safety section prepares to donate blood. On Jan. 29, 43 DOTD donors provided enough blood to assist 129 patients.

"They truly are lifesavers!" said Gina Schmidt, territory representative for The Blood Center. She thanked all the donors who gave so unselfishly.

The blood drive was organized through customer service, public affairs and The Blood Center. Another drive is planned for summer 2007.



DOTD funded an addition to the Tensas Museum located at St. Joseph Plantation. The addition, which was a Transportation Enhancement Project, included adding a back wall and 2 floors as well as an elevator. In return, the space will be used to house a transportation museum exhibit that focuses on all the modes of transportation used at the plantations. Pictured to the right is just one of the many exhibits displayed in the museum.



## Traffic cameras now available in SW Louisiana

**D**rivers are now able to access up-to-date traffic information via a new traffic camera system installed in Lafayette and Lake Charles.

The system, which is similar to the system already in place in Baton Rouge, allows drivers to view traffic conditions and make pre-trip decisions on which route they should take to avoid potential traffic delays.

In the Lafayette area, DOTD has placed cameras in the following locations:

- 📍 I-10 at I-49
- 📍 I-10 at the Scott exit (Exit 93)

In the Lake Charles area, DOTD has placed cameras in the following locations:

- 📍 I-10 at U.S. 171
- 📍 I-10 at I-210
- 📍 I-10 at U.S. 165
- 📍 I-210 at U.S. 90

The new traffic cameras can be viewed on the Web at [www.dotd.la.gov](http://www.dotd.la.gov).



## HR Hot Topics

### HIGH HONORS ACHIEVED

Congratulations to Ms. Sue Glass, Administrative Assistant in the DOTD Legal Section, for being selected as a recipient of the prestigious Charles E. Dunbar Jr. Career Service Award.

### DIRECT HIRE AGREEMENT

DOTD recently entered into a formal agreement with the Department of Civil Service that allows DOTD headquarters and field HR staff to post vacancies on Civil Service's Web site and directly receive applications for all vacancies. This will expedite the hiring process by reducing the time it takes for managers to receive "lists of eligibles," because Civil Service will no longer be required to post DOTD jobs.

### SPECIAL RECOGNITION FROM CIVIL SERVICE

DOTD recently received high praise for achieving an "un-rated" Performance Planning and Review (PPR) rate for FY 05/06 of less than 1 percent! (Unrated ratings are those administered untimely or not at all.) The overall statewide average of un-rated percentage was 4.97 percent. Special commendation goes to appointing authorities, rating supervisors and reviewers who met challenging deadlines last year. Without their commitment, DOTD would not have achieved such success. Headquarters and field HR staff members also significantly contributed to our agency's achievement since unlike other agencies, 4,500-plus individual PPR ratings had to be completed and entered in June/July for submission of the annual report to Civil Service by July 30. Congratulations to all involved for this outstanding accomplishment!

### ENGINEERING STUDENT SHADOWING PROGRAM

HR facilitated a special event at the 2007 Transportation Engineering Conference during which engineering students from around the state were matched up with DOTD professional engineers according to the students' areas of interest. Participating students accompanied their "mentors" to informational sessions at the conference, were introduced to DOTD administrators and other engineers, and learned about positive aspects of DOTD as a place of employment.



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# PERSONNEL UPDATES

(DECEMBER 2006-FEBRUARY 2007)

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## NEW HIRES

### DISTRICT 02 – NEW ORLEANS

Richard Dapaquier, Samuel Kay Jr., Melvin Jones Jr., Leonard Jones III, Kevin Barnes, Alton Lewis, Albert Johnson, andre Randolph, Quallion Louis, Derrick Usie, Lorraine Coleman, Victoria Bennett, Shirley Hampton, Carolyn Williams, Nikeysa Jackson, Joseph Mathis, Jonny Branton, Robert Boyd, Shellond Harvey, Melvin Cordier, Crandll White, Milton Wiltz, Cedric Smith, Renard Alen, Shane Tierney

### DISTRICT 03 – LAFAYETTE

Rachael Menard, Velma Porter, Michael Boudreaux, Brandon Dubois, Charles Whorton, Aaron Lavergne, Dexter Thomas, Myles Stelly, Crystal Benoit, Raymond Jenkins, Bradley Hebert, Clinton Hebert, Kevin Fontenot

### DISTRICT 04 – BOSSIER CITY

Gregory Jones, Ira Stewart

### DISTRICT 05 – MONROE

Kelly Denmon, Derek Fleming, Vill Hendrix III, Lori Jones, Bobby Cowart, Reginald Simmons, Matthew French

### DISTRICT 07 – LAKE CHARLES

Darren Thomas, John Smith, Marlon Scott, Michael Brooks, Charlene Guillot, Robert Hatch IV, D. East, Harlan Johnson, William Smith, Jarred Perkins, Derek Domingue

### DISTRICT 08 – ALEXANDRIA

Latoria Hamilton, Ryan Ingles

### DISTRICT 58 – CHASE

Nicklos McNemar, Crystal Shows, Anthony Ezell, Wendy Thibodeaux, Curtis Carter

### DISTRICT 61 – BATON ROUGE

David Brown, Marquinn Robertson, Brndon McCarroll, Joshua Kendall, Dennis Barbier, Wedon Smith, Brian Trimble, Devin Powell, Raymond Williams, Rusty Clifton, Kendrick Washington, Terral Harrell

### DISTRICT 62 – HAMMOND

Waylon Miller, Anna Giles, Bronson Addison, Linda Hutton, Robin Crawford, Jim Viola, Michael Charleston, Reginald Brumfield, Christopher Williams, Timothy Prudhomme, Jared Morse, Misty Daigle

### HEADQUARTERS & OTHER

Jo Felder, Vondrica Alexander, William King, Beverly James, Vanshana Barrow, Cedrica Sartin, Crystal Sims, Tyaisha James, Delast Berniard, Nicholas Larks, Lonnie Wiggins, Aaron Woods, Jack Manno, Shirly Tregre, Jason Froeba, Samuel Culotta, Jason Cockerham, Sahara Richard, Shara Joshua, Darlene Pinion, Daryl Sykes II, Lasandra Harper-Perkins, Latasha Griffin, Freddie Blair, Julian Ledet, William Tesch, Myla Garment, Luther Dunning, Anthony

Krass, Yvonne Murphy, Roy Estven, Shannon Landry, Hamilton Russell, Joseph Amadeo, Alka Scott, Laurin Gantt, Albert Widker, Floydann Freeman, Okira Antoine, Marti Griffin, Joseph Nguyen, Cheryl Ross, Cedric Wilson, Danielle Sawyer, MoniqueGarrus, Tracy Knox, Elicia Pritchett, Latoya Riley, Nancy Guevara, Dionne Robateau, Tolisha Harris, Kathryn Carlson, Joy Johnson

## PROMOTIONS

### DISTRICT 02 – NEW ORLEANS

Charlie Clerk, James Jarrell, David Lewis

### DISTRICT 03 – LAFAYETTE

Larry Batiste, Frank Citrano, John Desormeaux, Shane Romero

### DISTRICT 04 – BOSSIER CITY

None

### DISTRICT 05 – MONROE

Lemoyne Brewster, John Kelly, Melissa Roan

### DISTRICT 07 – LAKE CHARLES

Casey Bolton, Jeremy Johnson, Douglas Venice

### DISTRICT 08 – ALEXANDRIA

Rusty Bryant, Craig Gauthier, Paige Glenn, Mark Martin, Brian Rosenthal

### DISTRICT 58 – CHASE

Curtis Campbell, Lonnie Neal, Roger Ward

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*See PERSONNEL, page 9*

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## PERSONNEL (continued from page 8)

**DISTRICT 61 – BATON ROUGE**  
Troy Douglas, Kenzie Littles,  
David Moore, Francis Nguyen

**DISTRICT 62 – HAMMOND**  
Rocky Burch, Carl Cieutat,  
David Ciolino, John Danna,  
Richard Garner, Lewis  
Giacone, Glynn Maples, Travis  
McBeth, Danny Rivers,  
Anthony Santangelo, Roy  
Scimeca, Julius Severion,  
Sharon McKinney

**HEADQUARTERS & OTHER**  
Carla Parent, Michele  
Anderson, Theron Armstrong,  
Kristina Blanchard, Cathy  
Bourgeois, Blake Coffey,  
Kellie Collins, Johnson Hale,  
Peter Johnson, Les Kirkland,  
Carl Leblanc, Mary Ory, David  
Samson, Clarence Troulliet,  
John Wollerson, Jocelyn  
Bridgewater, C. Marchand,  
Brett Brabham, Kevin Gaspard,  
John Holdcraft, Steven Lee,  
Gary Pentek, Brent  
Waguespack, Xiaoxia Zhao

### RETIREMENTS

**DISTRICT 02 – NEW ORLEANS**  
Wayne Andrus, Bernard Ewald,  
Osmond Hansen, Lynn  
Marsalone, Paul Oliver, Octave  
Planche

**DISTRICT 03 – LAFAYETTE**  
John Daigle, Michael Guidry,  
Darrell Prejean, Russell  
Sonnier, Roy Williams

**DISTRICT 04 – BOSSIER CITY**  
Huey Booker, Glenn Grant

**DISTRICT 05 – MONROE**  
Walter Crenshaw

**DISTRICT 07 – LAKE CHARLES**  
Jerry Fruge, Paul Manuel

**DISTRICT 08 – ALEXANDRIA**  
Linda Littleton

**DISTRICT 58 – CHASE**  
Monia Joyner, Johnny Lewis

**DISTRICT 61 – BATON ROUGE**  
Bruce Landis

**DISTRICT 62 – HAMMOND**  
Salvador Bonfiglio, Jerry  
Johnson

**HEADQUARTERS & OTHER**  
Mary Blanchard, Lester  
Johnson, Nadine Jones,  
Rebecca Macaluso, Terry  
Rutherford, James Salpietra,  
Dennis Scott, Gordon Tassin,  
Ervin Tate, Jane Whitehead,  
William Wright, Charles  
Zizzi

## Technology Transfer

The following became certified inspectors between Dec. 1, 2006, and Feb. 28, 2007:

### ASPHALTIC CONCRETE

#### PLANT INSPECTION

Joanne W. Johnson	Dist. 02
Jeff L. McDonald	Dist. 58

### EMBANKMENT AND BASE

#### COURSE INSPECTION

Lawrence L. Fontenot Jr.	Dist. 03
Jearmon Demil Canfield	Dist. 05
Kevin T. Foster	Dist. 05
David W. Gill	Dist. 07
James Harrison Cole	Dist. 61
Shirley Ray Guidry	Dist. 61
Michael R. Merrow	Dist. 61

### STRUCTURAL

#### CONCRETE INSPECTION

Roderick P. Guillory	Dist. 03
Jeremy W. Ratcliff	Dist. 05
Melissa Hackworth Roan	Dist. 05

### ASPHALTIC CONCRETE

#### PAVING INSPECTION

Penny Danos Guidry	Dist. 02
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### PORTLAND CEMENT

#### CONCRETE PAVING INSPECTION

Carl W. Leblanc	Dist. 03
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# QUARTERLY RECOGNITION AWARDS

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(QUARTER ENDING SEPTEMBER 2006)

## Headquarters

### Employee of the Quarter

C. "Charles" H. Corder

### Manager of the Quarter

George Kevin Lawson

### Best Team Effort of the Quarter

James H. Lee, Zhong Wu, Zhongjie "Doc" Zhang, Kevin John Gaspard, Mark Martinez

## District 02

### Employee of the Quarter

Justin M. Guilbeau

### Manager of the Quarter

Leonard Scott

### Best Team Effort of the Quarter

O. V. Planche III, Randy J. Theriot, Glenn G. Guidry, Loren Thomas Lebioda, Lorne T. Cortez, Ellis M Miles

## District 03

### Employee of the Quarter

Maxine Boudreaux

### Manager of the Quarter

No recipient

### Best Team Effort of the Quarter

Lonnie D. Duhon, Darrell J. Lavergne, Mason J. Stelly, Randy J. Stelly, Zhong Wu

## District 04

### Employee of the Quarter

No recipient

### Manager of the Quarter

No recipient

### Best Team Effort of the Quarter

No recipient

## District 05

### Employee of the Quarter

Delores B. Watts

### Manager of the Quarter

James "Jim" W. Jackson

### Best Team Effort of the Quarter

James Todd Freeman, Charles R. Whitlock Jr., Royce E. Blackman, George S. Boyd Jr., Willie D. Aikens Jr., Randy E. Cox

## District 07

### Employee of the Quarter

Dallas L. Thibodeaux

### Manager of the Quarter

Randall L. Bennett

### Best Team Effort of the Quarter

Ronald Keith Banks, Russell L. Jackson, Tommy C. Manuel, Roy L. Jackson, Murphy J. Leger Jr., Larry Wayne Gamble, Elroy Renthrope, Ignatius Andrus, Cecil Davis Jr., Gregory J. Horn, Andrus Cross, Ushary Louis Bellard

## District 08

### Employee of the Quarter

Michelle Deanne Lovell

### Manager of the Quarter

No recipient

### Best Team Effort of the Quarter

Paige A. Bordelon, Shelia Denise Terrell

## District 58

### Employee of the Quarter

Benny Ray Parker

## Manager of the Quarter

Henry A. Cotton

### Best Team Effort of the Quarter

Chad H. Parks, Freeman A. Wilson Jr., Tracy W. Hilbun, Alan G. Dupuy, Jerry J. Killingsworth, Clarence N. West Jr., Glenn Ray Smith, Jerry W. Linder, Michael L. Free, Glenn A. Linder, Michael B. Eldridge

## District 61

### Employee of the Quarter

Kathy Cannatela Wilson

### Manager of the Quarter

Ronnie Lee Robinson

### Best Team Effort of the Quarter

Nathan Paul Lemoine, Louis Carroll Little, Donnie Q. Northern, Phillip R. Rankin, Lucille Stewart

## District 62

### Employee of the Quarter

Larry M. Garofalo

### Manager of the Quarter

Ronda S. Rylatt

### Best Team Effort of the Quarter

Alfred Dwayne Cyprian, Joseph A. Lamonte

## CCCD

### Employee of the Quarter

No recipient

### Manager of the Quarter

No recipient

### Best Team Effort of the Quarter

No recipient

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# MAILBAG



Dear Ms. [Peggy] Bueche,

I would like to express my appreciation to the Louisiana DOTD and your staff in the Motorist Assistance Patrol for the excellent service they provided to me last Monday, Dec. 11. Mr. Clarence Whiteside, who assisted me, was courteous, provided helpful suggestions as to the cause of my vehicle problems, offered use of his cell phone and telephone directory, and waited with me until the tow truck arrived. My vehicle completely died, and what could have been an unsafe situation was quickly resolved by the rapid services your agency provided.

I would like to let his supervisor know how impressed I was with his performance and with the Motorist Assistance Program in general, with which I was unfamiliar. Mr. Whiteside left me a brochure explaining services provided and telephone numbers to call for help. It is particularly reassuring to have this information, as I often travel long distances alone and sometimes in rural conditions.

Sincerely,

Ruth M. Elsey

Grand Chenier, Louisiana

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Dear Mr. [Dustin] Annison,

Recently, one of our members sent you an e-mail about sweeping both sides of U.S. 61 from Interstate 110 to the Baton Rouge Landfill. I would like to personally thank you for your attention to this matter.

Mr. Annison, we appreciate your quick response and the efforts of Mr. [Chad] Vosburg to resolve Mr. Baker's request. The two of you have provided the cycling community with a safe route. We are truly grateful.

The team thanks you from the bottom of its conditioned heart!

Sincerely,

Jay Bookman

President, Tiger Cycling Foundation

Dear Mrs. [Diane] Ardoin,

Thank you so much for coming and reading to my class [during Read Across America]. They really enjoyed having you there. The book you chose, "The Umbrella," was a wonderful story. It's not often we get visitors in our class. Once again, thanks for coming. You are welcome to come back anytime.

Sincerely,

Linda Duplan

First Grade Teacher, Martin Park Elementary  
Alexandria, La.

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Dear Mr. [Brendan] Rush,

Thank you for reading to our classes. They enjoyed the book. Thank you for the book, the puzzles and the fun sheets for the students. Come back anytime.

Mrs. Mitchell

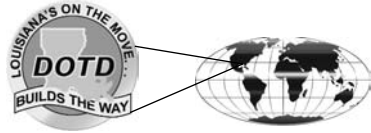
Baton Rouge Center for Visual Performing Arts

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**COMMUTER LINES**

Louisiana DOTD  
Public Information Office  
P.O. Box 94245  
Baton Rouge, LA 70804-9245



[www.dotd.la.gov](http://www.dotd.la.gov)

**PRSTD STD**  
**U.S. Postage**

**PAID**  
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**Permit No. 2351**

## Perkins Road widening project begins in Baton Rouge

**T**he long awaited \$27 million Perkins Road Widening project began construction Jan. 9.

The three-year project will widen Perkins Road from Essen Lane to Siegen Lane. Currently, nearly 25,000 vehicles travel this section of Perkins Road each day.

Throughout the project, the DOTD Customer Service Center will provide e-mail updates on the project's progress as well as a call center for questions and concerns regarding the project. For questions, or to sign up for e-mail updates, contact DOTD Customer Service at 1-877-4LA-DOTD (1-877-452-3683) or e-mail [customerservice@dotd.la.gov](mailto:customerservice@dotd.la.gov).

The finished roadway will widen Perkins Road from two lanes to five lanes. There will be two through lanes in each direction, a center turn-lane throughout the length of the project and an additional turn-lane added at Perkins and Bluebonnet Boulevard.

The project will also include a 6-foot wide sidewalk, curbs and gutters, and subsurface drainage on each side of the roadway. All existing signal equipment will be upgraded with the latest in signal tech-



*The project's construction began with contractors laying subsurface drainage pipe near the Oakbrook Subdivision.*

nology. This new technology will include mast arm signal supports, light emitting diode (LED) signals for low energy consumption and longer life, and video traffic detection cameras. The new cameras sense the movement of cars in order to adjust the timing of the signals and are not used for any law enforcement activities.

The project development is a joint effort between DOTD, the City of Baton Rouge and the Federal Highway Administration. The project contractor is James Construction Group LLC of Baton Rouge.